

## CMT response to the draft Task &amp; Finish Group recommendations

Recommendation	Response	Indicative timescale
<p>One - A strategic review of the Council's ICT infrastructure and the hardware and software deployed to staff groups. This should include, but not be limited to, consideration of whether the ICT solutions deployed by the Council provide the greatest possible future resilience in the context of:</p> <ul style="list-style-type: none"> <li>the Local Government Re-organisation agenda including the commitment to closer working with Stratford District Council;</li> <li>the need for effective, secure and legislatively compliant communications with a range of external organisations; and</li> <li>the need to support effective and flexible working by staff.</li> </ul>	<p>Agreed in principle subject to any decision by the Executive</p> <p>David Elkington is now in post as shared Head of ICT across both Warwick and Stratford Councils. This will be one of the priorities for David and will overlap with his overriding priority of examining what is required to enable us to decant from Riverside House (and potentially Stratford from Elizabeth House). David needs to firstly understand our current position/arrangements before bringing forward any recommendations.</p>	<p>Noting that in effect we only have David 2.5 days per week, and that he will need a minimum of 3 months (c. 25 WDC working days) to try and get a full picture of our situation it is unlikely that any recommendations would come forward before May-June 2021.</p>
<p>Two - A strategic review of the future shape of the Council and whether alternative models provide greater future resilience in the context of:</p> <ul style="list-style-type: none"> <li>the Council's post-pandemic financial situation;</li> <li>the Local Government Re-organisation agenda including the commitment to closer working with Stratford District Council;</li> <li>member aspirations on service delivery;</li> <li>any emerging trends in how the public wishes to access public services;</li> </ul>	<p>Agreed in principle subject to any decision by the Executive</p> <p>The Council has currently agreed to share Heads of Service posts with Stratford District Council where they are, or become vacant and these arrangements are already in place or proposed for Neighbourhood Services, ICT, Finance and Assets.</p> <p>The scope and timetable for any further review will be determined by the Council's response to the business case report for the creation of a 'super-district'</p>	<p>TBA</p>

<ul style="list-style-type: none"> <li>• maximising the Council's ability to display innovation and enterprise</li> </ul>		
<p>Three - A review of how the Council is training and supporting its managerial staff to operate effectively in the context of the changed working environment, including but not limited to:</p> <ul style="list-style-type: none"> <li>• The new physical working environment for most staff;</li> <li>• The use of revised technology;</li> <li>• The effectiveness of the operation of teams;</li> <li>• The effectiveness of internal communication to and from individual members of staff</li> <li>• The effectiveness of internal communication between officers and Members</li> <li>• The monitoring of, and support to, individuals to protect their health and well-being</li> </ul>	<p>Revised working arrangements have already implemented after agreement with Unions and are deemed to be effective. Whilst these can be kept under review the need for a separate specific review is queried.</p>	
<p>Four - A review of the effectiveness of the Council's external communications, focusing on, but not limited to:</p> <ul style="list-style-type: none"> <li>• An evaluation of outcomes as opposed to outputs, analysing feedback from residents, community organisations and external bodies on the tone, content and relevance of communications;</li> <li>• The potential for any increased use of councillors to promote activities and disseminate information;</li> <li>• The information provided on the Council's website, particularly in regard to community organisations; and</li> </ul>	<p>Agreed in principle</p> <p>Subject to any decision by Executive the Communications Manager can be tasked with producing a report for the Overview &amp; Scrutiny Committee to report back on these issues and make any recommendations as appropriate.</p>	<p>Add to O&amp;S Workplan for July 2021</p>

<ul style="list-style-type: none"> <li>The effectiveness of the Council's use of social media platforms.</li> </ul>		
<p>Five - A review of emergency planning and the structures, internal and external to support it and whether these can be made more resilient, adaptable or effective.</p>	<p>Agreed in principle subject to any decision by the Executive</p> <p>The current review of working arrangements within the Health &amp; Community Protection service area, as agreed in the budget report of December 2020 will include these elements.</p>	<p>Initial proposals for CMT consideration Feb 2021</p> <p>Recommendations to Employment and/or Executive April 2021</p>
<p>Six - A review of the Council's operational arrangements for front-line service provision through home visits, other face to face contacts and telephone and electronic means of communication focusing on, but not limited to:</p> <ul style="list-style-type: none"> <li>the implications on service delivery of the Local Government Re-organisation agenda, the commitment to closer working with Stratford District Council including shared heads of service and alignment of Portfolio areas;</li> <li>any changes to service provision required by any such alignment;</li> <li>a review of priorities for service delivery in the context of the Council's post-pandemic financial situation, member aspirations and emerging trends in public aspirations;</li> <li>the Council's commitment to digital transformation;</li> <li>any temporary or permanent health and safety considerations as a result of pandemic or post-pandemic guidance or requirements</li> </ul>	<p>All changes made to service delivery provision have been made in response to Government lockdown or tiering rules and associated guidance and/or risk assessments conducted in line with that guidance which also take into account the Council's duty of care to all of its employees and the particular need to ensure those individuals in the highest risk groups are safely protected.</p> <p>A separate mechanism is in place following questions posed at Council to inform councillors of what changes have been made to allow debate within the political groups and the consideration of a further 'political' debate.</p> <p>It is not clear what the requirement would be for officers to undertake any review in advance of that debate.</p>	